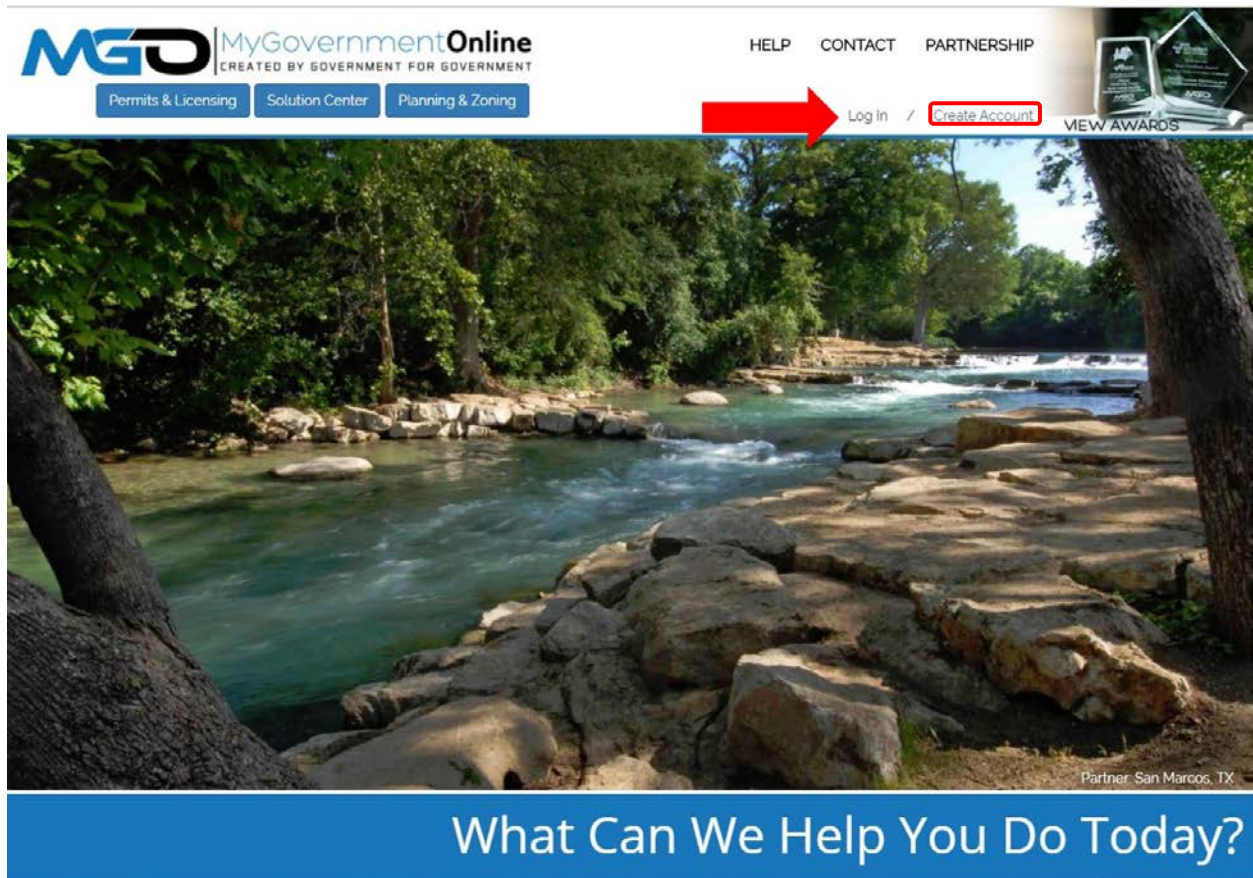


# How to Create a New User Account for My Government Online

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1. Go to [www.mygovernmentonline.org](http://www.mygovernmentonline.org) and click on Create Account.



2. Fill in User account login information required to create your new account.
  - a. A valid E-mail address is required.
  - b. The password you enter is case sensitive.
  - c. **The telephone number you enter must be an active working telephone number. The software service will call the telephone number once you have completed the account creation process. You must be able to answer the telephone call in order for your account to become active. The telephone number you enter will be used to associate permits to your account.**
  - d. Please phrase the Challenge Question in the form of a question such as “What is your mother’s maiden name?” and a one word answer such as “Smith.”

#### Create Account on Customer Portal

**Important:**

1. Before an account becomes fully functional it will require phone verification. You can still login without a verified account but some features will be disabled.
2. Upon clicking the "Create Account" button below, a phone verification call will be made to the listed phone number within a few minutes. Upon answering the call please press 1 to verify your account.
3. If you miss the call you can retry the call by logging in under your account and pressing the "Retry Phone Verify" button. If you have any trouble with this process please call our office at 1-888-967-3784 and we will help you verify your account.

#### Your Login Information

E-mail *	Confirm E-mail *
<input type="text"/>	<input type="text"/>
<small>Email is required</small>	<small>ConfirmEmail is required</small>
Password *	Confirm Password *
<input type="text"/>	<input type="text"/>
<small>Password is required</small>	<small>ConfirmPassword is required</small>

#### Your Account Information

First Name *	Last Name *	Business Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<small>FirstName is required</small>	<small>LastName is required</small>	

Enter a phone number that will be used to verify your account.

Phone Number \*

Phone is not valid

Enter a question and answer to retrieve your password or verify your account manually.

Challenge Question *	Challenge Answer *
<input type="text"/>	<input type="text"/>
<small>ChallengeQuestion is required</small>	<small>ChallengeAnswer is required</small>

Create Account

3. You will receive an “Account Created” confirmation stating that your account has been created. Click the Close button to close the message.
  - a. A telephone call to the telephone number you provided will follow shortly.
  - b. When you receive the call, answer the call and press the number 1 on your keypad when prompted.

This completes the account activation process. If you do not receive the telephone call within 10 minutes, please call the MyGovernmentOnline support line at 1-866-957-3764, option 2 for assistance. Please have your e-mail address ready.

The screenshot shows the 'Create Account on Customer Portal' form. At the top, there is an 'Important:' section with three numbered instructions. Below this, the form is divided into two main sections: 'Your Login Information' and 'Your Account Information'. The 'Your Login Information' section contains fields for 'E-mail' and 'Confirm E-mail', and 'Password' and 'Confirm Password'. The 'Your Account Information' section contains fields for 'First Name' and 'Last Name', a 'Phone Number' field with a dropdown for country code, and 'Challenge Question' and 'Challenge Answer' fields. A 'Create Account' button is at the bottom. A modal window titled 'Account Created' is open in the center, displaying the message 'Your account has been created.' and a 'CLOSE' button.

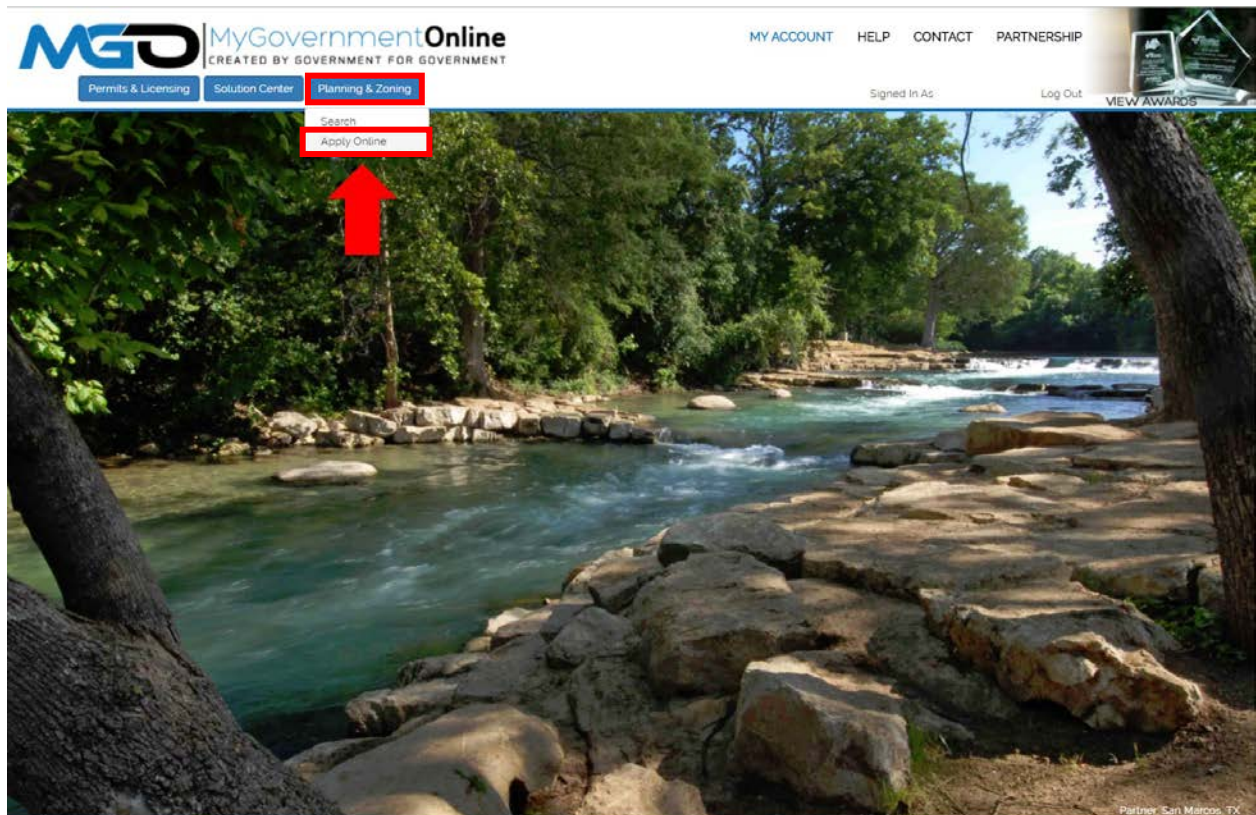
This completes the account creation process and you are now ready to login.

# Apply online for a Planning and Zoning Related Project

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You may apply online for a Planning and Zoning related project. An example of these project types include Subdivision Plats, Zoning Change Requests, Conditional Use Permits, Variances, etc. When submitting the application online you will need to upload documents in PDF format.

1. Once you are logged in, go to the “Planning and Zoning” button as shown below and then click on “Apply Online”





2. In order, select the State, Jurisdiction, and Project Type as shown below and then click next.

#### Apply Online

**Jurisdiction and Request Type \***

ⓘ Some jurisdictions do not accept online applications.  
If your jurisdiction or jurisdiction's department is not listed please contact that jurisdiction directly for their application procedure.

Country: \*  State: \*

Jurisdiction: \*

Project Type: \*  ⓘ ProjectType is required

- Select Project Type -

Subdivision

Zoning

#### Subdivision Project Type Applications:

- Subdivision - Minor, Amending
- Subdivision - Variance
- Subdivision or Development Plat- Final
- Subdivision or Development Plat- Preliminary, Replat, Concept

#### Zoning Project Type Applications:

- Annexation
- Certificate of Appropriateness- Historical Preservation Commission
- Conditional Use Permit
- Conditional Use Permit- Greek Organization
- Conditional Use Permit- TABC Administrative Approval
- Conditional Use Permit- TABC inside the CBA
- Conditional Use Permit- TABC outside the CBA
- Development Agreement
- Out of City Utility Connection/Extension
- Planned Development District
- Preferred Scenario Map Amendment
- Special Exception
- Street Name Change
- Street or Alley Abandonment
- Zoning Change
- Zoning Variance

3. Select “Get Started on a New Application” to begin the application process.

#### Apply Online

Jurisdiction and Request Type \*

Online Permitting Application \*

Get Started on a New Application

Add a permit on existing project



4. Select the Application Type that you wish to Submit.

#### Apply Online

Jurisdiction and Request Type \*

Online Permitting Application \*

Select an Application Type

Select an Application Type: \* - Select an Option - ⓘ Please select an option

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5. Click on the image to download the Selected Application. Fill out the application completely and save it your computer. This completed application in addition to any other documents will need to be attached during the last step.

#### Apply Online

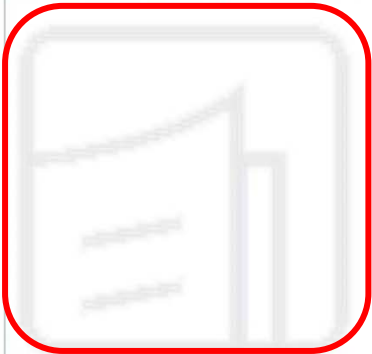
Jurisdiction and Request Type \*

Online Permitting Application \*

Select an Application Type

Select an Application Type: \* Conditional Use Permit

Please download and complete the selected application. This completed application in addition to any other documents will need to be attached during the last step in this application wizard.



Conditional Use Permit Application - General FORM

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6. Enter the physical address of the project and then click next. You may also enter a general location in the Address field instead of an actual address when an address is not applicable or is unknown.


#### Apply Online

Jurisdiction and Request Type \*

Online Permitting Application \*

Select an Application Type

Physical Address or Location \*

 Please provide the physical address or location of your project.

☒ My Project has been addressed by the Jurisdiction.

Address or Location: \* City: \* Zipcode: \*

Next

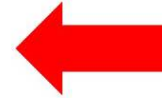
Files Upload

7. Enter the Owners contact information.

- a. By checking “notify” the owner agrees to receive status updates via email or text.  
(Standard text message rates apply)

Apply Online

Jurisdiction and Request Type *			
Online Permitting Application *			
Select an Application Type			
Physical Address or Location *			
<b>Owner's Contact Information</b>			
Contact Information			
<a href="#">Click here</a> to search the Jurisdiction's Contacts Database			
First Name	Last Name	Suffix	Business Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mailing Address		City	State
<input type="text"/>		<input type="text"/>	<input type="text"/>
Address		Zipcode	
<input type="text"/>		<input type="text"/>	
Email		<input type="checkbox"/> Notify	
<input type="text"/>			
Cell Phone	(000)	000	0000
			<input type="checkbox"/> Notify
Home Phone	(000)	000	0000
			<input type="checkbox"/> Notify
Work Phone	(000)	000	0000
			<input type="checkbox"/> Notify
<a href="#">Back</a> <a href="#">Next</a>			





**8. Enter the Applicant's contact information.**

- a. By checking "notify" you agree to receive status updates via email or text.  
(Standard text message rates apply)

Owner's Contact Information

**Applicant's Contact Information**

Contact Information

[Click here](#) to search the Jurisdiction's Contacts Database

First Name	Last Name	Suffix	Business Name
<input type="text" value="Amanda"/>	<input type="text" value="Padilla"/>	<input type="text" value="-"/>	<input type="text" value="City of San Marcos"/>

Mailing Address

Address	City	State	Zipcode
<input type="text"/>	<input type="text"/>	<input type="text" value="Texas"/>	<input type="text"/>

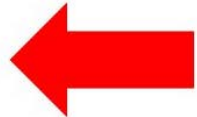
Email  ☐ Notify

Cell Phone    ☐ Notify

Home Phone    ☐ Notify

Work Phone    ☐ Notify

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9. Enter the Contractor or consultant's information, if applicable.

- a. By checking "notify" the contractor or consultant agree to receive status updates via email or text.  
(Standard text message rates apply)

**Contractor's Contact Information**

Contact Information

[Click here](#) to search the Jurisdiction's Contacts Database

☐ Duplicate Applicant's Contact Information

First Name  Last Name  Suffix  Business Name  License Number

Mailing Address  City  State  Zipcode


Email  ☐ Notify

Cell Phone (  )    ☐ Notify

Home Phone (  )    ☐ Notify

Work Phone (  )    ☐ Notify

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10. Enter a brief Description of Request

- a. Example: "Zoning Change from X to Y, or subdivide 10 acres into 3 lots."

**Contractor's Contact Information**


**Application Questionnaire**

① All items marked with a red asterisk are required fields and must be completed before you are able to submit your application to the jurisdiction.  
If you are unsure of a required field's answer you may skip the question to answer other questions.  
After you press "next" to advance to the "review" section, you can press the "Save" button to save your progress and return to your application at a later date to continue your progress in completing the application.

**Conditional Use Permit - General\***

Description of Request \*

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**11. Upload all files required with your application. Files must be uploaded in PDF format.**

Examples of required files include a Site Plan, Survey, Building Plans, Foundation Certification Letter, etc. (Please see application Checklist for required documents.)

- To upload documents, click on the “Upload Files” button.
- Search for the files on your computer. Select the file and then click “Open”. Allow the file time to upload. You may repeat this process to upload multiple files.
- Once you have uploaded all files click the “Next” button to proceed.
- If possible, combine all files and upload them together with the completed application.**

Application Questionnaire

**Files Upload**

① If you are attaching any files to this application, click "Upload Files", select the file(s), and please wait for the file(s) to finish uploading before proceeding to the next step. If you are expected to include files with your application, a notice will appear below these instructions to inform you of what to upload.

The following files should be uploaded with your application. When at all possible, please upload PDF files. Please consolidate the documents into as few PDF documents as possible.

- **Completed Application**  
The applicant is required to complete and upload the provided application. Download and complete the application. If you have questions about how to complete this task, please call the Support Team at 866-957-3764.  
[Upload Files](#)
- **Site Plan and Illustratives**  
Site plan illustration, where appropriate: location, square footage and height of existing and proposed structures, landscaping or fencing, setbacks, parking, ingress and egress, signs, etc.  
[Upload Files](#)
- **Additional Files**  
Attach any additional files, such as, required requests, Notarized Consent to Annexation Form, Detailed description of all proposed activities to be undertaken in the historic district or at the historic landmark, any documents showing the effect of the requested variance, Statement and/or exhibits how the proposed special exception meets applicable standards  
[Upload Files](#)
- **Site Plan and Illustratives**  
Site plan illustration, where appropriate: location, square footage and height of existing and proposed structures, landscaping or fencing, setbacks, parking, ingress and egress, signs, etc.  
[Upload Files](#)
- **Additional Files**  
Attach any additional files, such as, required requests, Notarized Consent to Annexation Form, Detailed description of all proposed activities to be undertaken in the historic district or at the historic landmark, any documents showing the effect of the requested variance, Statement and/or exhibits how the proposed special exception meets applicable standards  
[Upload Files](#)
- **Files**  
[Upload Files](#)

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**12. Click on the “Save” button to proceed with the application process. The City of San Marcos requires that the \$11 technology fee be paid to submit the Application.**

**Review**

① To save your current progress and complete your application another time, please press save before exiting.

The Jurisdiction requires the following permit fees to be paid before the application will be reviewed:

Category	Type	Calculation	Amount
Technology Fees	Zoning Technology Fee	Flat Rate 11	\$11.00
Total			\$11.00

[Back](#) [Save](#)

13. You will receive an auto-generated application number.

- a. **Make sure to save this number**
- b. The jurisdiction will receive your application and begin processing the application.
- c. Once the jurisdiction accepts the application you will be contacted within 48 hours once the Application Fee has been calculated and confirmed. **This fee must be paid before the application will be reviewed.** Please be patient. Someone from the jurisdiction will contact you to proceed or if they need additional information.

Click on the “Pay Now” button to pay the application fee.

The screenshot shows the 'MyGovernmentOnline' web application. The user is logged in as Amanda Padilla. The interface includes a sidebar with navigation options like 'Online Permitting Application', 'Select an Application Type', 'Physical Address or Location', 'Owner's Contact Information', 'Applicant's Contact Information', 'Contractor's Contact Information', 'Application Questionnaire', 'Files Upload', and 'Review'. The 'Review' section is active, showing a confirmation modal titled 'APPLICATION CREATED AND SAVED CONFIRMATION'. The modal contains the following text:

Your Application has been saved and has been assigned application number **APP-Z-10172**. Once you have submitted your application to the permit office, you will not be able to edit your application again unless the jurisdiction returns it to you requesting changes. You can check the status and review your application by clicking the review application button below or by reviewing the "My Applications" section of your account dashboard. You will also receive an e-mail once the jurisdiction processes your application.

The Jurisdiction requires the following permit fees to be paid before the application will be reviewed:

Category	Type	Calculation	Amount
Technology Fees	Zoning Technology Fee	Flat Rate 11	\$11.00
Total			\$11.00

Buttons for 'CLOSE', 'REVIEW APPLICATION', and 'PAY NOW' are visible in the modal. The footer includes the 'MyGovernmentOnline' logo, social media links for Facebook, Twitter, and Instagram, and a link to the mobile app.

14. Enter in payment information.

**MyGovernment**Online.org

Payment Portal

Card Holder Name:

Credit Card Type:

Discover

Credit Card Number:

Expiration Date:

January

2017

CVC Number: [What is this?](#)

Billing Address

Suite / Apartment

City

State:

Alabama

Postal Code

[Cancel](#)



15. Once Payment is received you will receive an email with your receipt. Click on the “Submit to Jurisdiction” button.

Payment Transaction Complete

Payment Transaction Complete

Your payment has been submitted to San Marcos.

The return code provided by the merchant is:

Application Number: APP-Z-10172

630 E Hopkins St San Marcos TX 78666

PaymentID:

Payment Type: Online

Amount: \$11.00


Received Date: 6/16/2017

Click to view or print your receipt

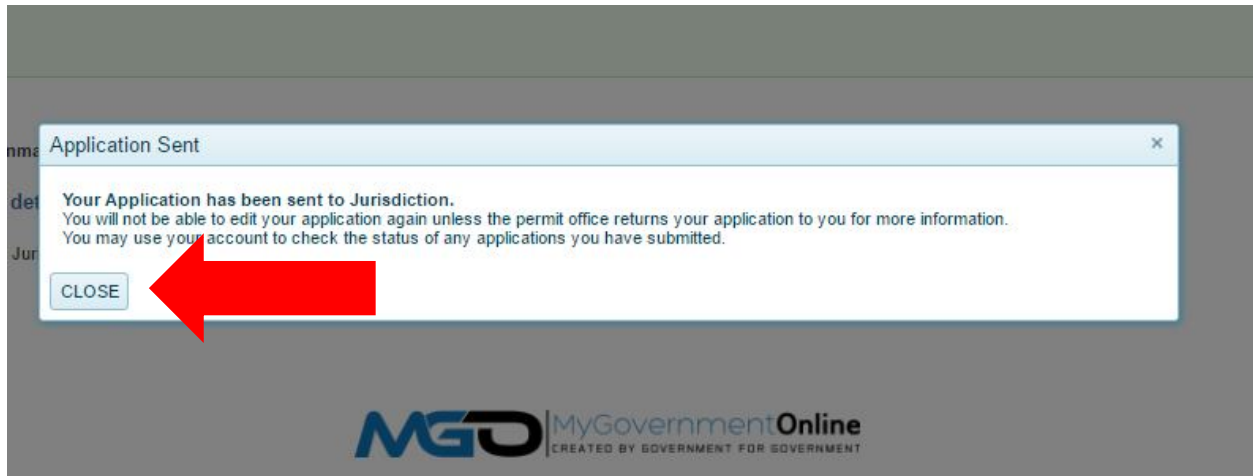
Your receipt has been e-mailed to

Click here to return to your Application detail

Click button below to submit your application to the Jurisdiction.



**16. An Application Sent screen will pop on, indicating that your application has been sent and the application process is now complete. Click “Close”.**



**17. We will contact you if we need additional information and/or to introduce you to your case manager.**